

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SUPPORT ENFORCEMENT ASSISTANT II	27	F	12.391
SUPPORT ENFORCEMENT ASSISTANT I	25	F	12.397

SERIES CONCEPT

Support Enforcement Assistants perform routine investigative duties for locating parents with support obligations; record and verify amounts collected or owed; prepare forms required by District Court; and provide clerical support to professional staff.

Completes established agency forms for locating absent parents responsible for supporting their children; initiates local, statewide, and national inquiries through public and private agencies when directed according to established procedures; compiles information from files and other available sources to identify whereabouts of missing parents; requests address verification from Postal Service after parent is located; and documents information and records transactions on automated system input forms. Procedures and efforts are reviewed through documentation in case files and automated system.

Reviews new and modified court orders to verify child support payments; completes automated system input forms to reflect changes in payment; records monies collected and transmits information on input forms; maintains history of monies collected and current balance owed; reconciles balance owed by comparing financial records in automated system. Any changes in payments ordered or discrepancies in balances owed are reviewed by supervisor. Input cards which reflect changes in payments are also reviewed and require supervisory approval.

Reviews case files for pertinent information when notified of scheduled court hearing; prepares written drafts and forms such as petitions, complaints, subpoenas, summons', and orders, as required by District Court; compiles information relative to court hearings such as the income and expenses of the custodial and non-custodial parent; verifies financial data by contacting employers, public agencies, and creditors; and documents needs of the children from case file information. Assignments are directed by supervisor and reviewed prior to submission to District Attorney or Court.

Provides clerical support to a program area in order to assist professional staff in meeting their program responsibilities. Clerical support is provided by applying a knowledge of agency rules and regulations when coordinating/performing receptionist duties, composing and typing correspondence, gathering statistics, making travel arrangements ;and maintaining files. Clerical duties are performed independently but may be subject to review upon completion.

CLASS CONCEPTS

SUPPORT ENFORCEMENT ASSISTANT II

Under general supervision, Support Enforcement Assistant II's conduct centralized registry services including but not limited to: reviewing and responding to incoming and outgoing interstate and intrastate locate requests by accessing state and national automated information systems, distributing requests and responses, and tracking and reporting the status of searches; facilitating the interception of unemployment benefits and income tax refunds using automated systems to access files, notify agencies and parties involved, track distribution of funds collected and generate status reports of intercept activities; functioning as a centralized liaison by responding to verbal and written inquiries from clients, district attorneys, absent parents and program staff from Nevada, other states and federal offices regarding regulations, policies and procedures applicable to central registry services; and maintaining and updating the information system by entering data, producing statistical reports, evaluating the effectiveness of computer applications and recommending improvements to programming, software and related input forms.

This is the advanced journey level for the series. Support Enforcement Assistant II's are distinguished from the lower level by the independence with which the positions function to conduct central registry activities and respond to inquiries from program personnel and the public and the scope of the responsibility required to conduct, maintain and account for central registry activities.

SUPPORT ENFORCEMENT ASSISTANT I

Under general supervision, Support Enforcement Assistant I's perform the full range of duties in the series concept. Incumbents may be assigned to one specialized program area or work in a combination of programs. This is the journey level for the series.

MINIMUM QUALIFICATIONS

SUPPORT ENFORCEMENT ASSISTANT II

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and one year of journey level experience in an administrative or program support role utilizing investigative techniques to locate people; accessing employment and financial records and maintaining records utilizing automated systems; and applying rules and regulations pertaining to support enforcement to work methods equivalent to a Support Enforcement Assistant I in Nevada State service; OR

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

MINIMUM QUALIFICATIONS (cont.)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

Working knowledge of the federal and state regulations and guidelines and local ordinances applicable to centralized registry functions. Working knowledge of local, state and national information systems and locate resources used to conduct central registry functions.

Ability to read, understand and carry out the provisions of legal documents. Ability to diffuse hostile situations, exchange ideas and information and impact correct legal information to clients, absent parents, program personnel and the general public. Ability to communicate and coordinate support enforcement activities effectively with other local, state and federal agencies.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Ability to analyze information, problems, practices or procedures, identify relevant concerns or factors and recognize alternatives and their implications. Ability to establish priorities which accurately reflect the importance of job assignments. Ability to work independently and follow through on assignments with minimal direction.

In addition, all other knowledge, skills and abilities required at the lower levels of this series.

SUPPORT ENFORCEMENT ASSISTANT I

EDUCATION AND EXPERIENCE:

I

Graduation from high school or the equivalent and one year of journey level experience in an administrative or program support role which included recording information from a variety of sources onto standardized documents and forms; performing basic mathematical computations; and exchanging needed information in a variety of situations equivalent to a Management Assistant I or Program Assistant I in Nevada State service; OR

II

An equivalent combination of education and experience in which the applicant has demonstrated possession of the entry level knowledge, skills and abilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (These may be acquired on the job and/or needed to perform the work assigned.)

General knowledge of the methods and practices of a Child Support Enforcement Agency. Working knowledge of investigative techniques used for locating people. Working knowledge of public and private agencies which maintain address or employment records. General knowledge of federal requirements and procedures for verifying address information. General knowledge of Federal, State and local statutes and regulations pertaining to support enforcement. General knowledge of

MINIMUM QUALIFICATIONS (cont.)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (cont.)

Uniform Reciprocal Enforcement Support Act (URESAs) procedures and requirements. Knowledge of procedures used for verifying financial data. General knowledge of court procedures and documents required for support enforcement cases. Working knowledge of the child support automated system.

Ability to maintain financial records and reconcile balances computed. Ability to read and interpret court orders pertaining to child support obligations. Ability to assess financial information and make appropriate recommendations. Ability to read and understand financial information on computer printouts.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

General knowledge of general office procedures. General knowledge of record keeping procedures. General knowledge of records systems used for compiling data. General knowledge of business and legal formats used in written communication.

Ability to make basic mathematical computations. Ability to accurately record information onto a variety of documents and forms. Ability to compile information from various sources and draw accurate conclusions. Ability to follow standardized procedures and document efforts and results. Ability to maintain accurate case files and records. Ability to compose letters and reports. Ability to conduct a telephone interview in order to obtain needed information. Ability to interpret questions on forms and provide required information. Ability to communicate effectively in a wide variety of situations. Ability to establish an effective working relationship with various government and legal personnel.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.391</u>	<u>12.397</u>
ESTABLISHED:	7/1/93P 10/23/92PC	7/22/85
REVISED:		7/1/93P 10/23/92PC